

# The Five Minute Police Officer

by Terry Barker

## Executive Summary

**Basic Thesis:** The first five minutes of an interaction between a police officer and a member of the public is crucial. By his/her words, intonation and body language, an officer can influence the other person to be either hostile and uncooperative or helpful and reasonable. *The Five Minute Police Officer* explores various scenarios, ranging from pesky kids to protesters to people in states of high emotion, to show techniques for cooling things down.

It is written like a short novel in a light, humorous vein, in which one officer is tasked with the job of teaching good communication skills to another.

The heart of the book is what rough-hewn Tacky Burns (“The Tack”) learns to call simply “The System”. It’s a set of steps designed to lower the confrontational heat. Staff Sergeant Ed Hill, NCO i/c of the Gibsons, B.C, Detachment, said this about the book:

“I have seen Terry Barker’s ‘System’ work time and again, and I have delighted as others watch and listen. A member talking on the phone to a particularly difficult individual tends to attract the attention of all around the office. For those who have read *The Five Minute Police Officer* it’s of no great surprise to see The System kick in — and, most times, work. The delight comes, however, in watching skeptics as they see and hear it working before their very eyes. That experience alone is usually enough to win over yet another convert.

“If you are a first-time reader of Terry Barker, take the time to enjoy this book and prepare yourself to experience the magic and success of ‘The System’.”

### Price List

Trade edition (paperback)	\$20
CD ROM (mailed)	\$15
Digital download	\$10

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